



Building Fair and Productive Workplaces

Labour Program

Workplace Bulletin

May 15, 2008

Également disponible en français

The *Workplace Bulletin*, issued by the **Labour Program**, is published twice a month. It provides wage and non wage information from collective bargaining in Canada and updates on industrial relations issues.

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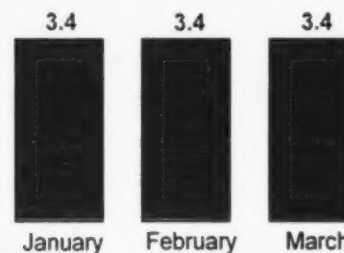
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Wage Settlements Covering 500 or More Employees

March 2008

Wage adjustments from major collective bargaining settlements reached in March 2008 averaged 3.4% annually over the contract term, the same figure as in January and February. The results for the month of March are based on a review of 12 settlements covering 69,460 employees.

Percentage Wage Adjustments in
Major Settlements by Month

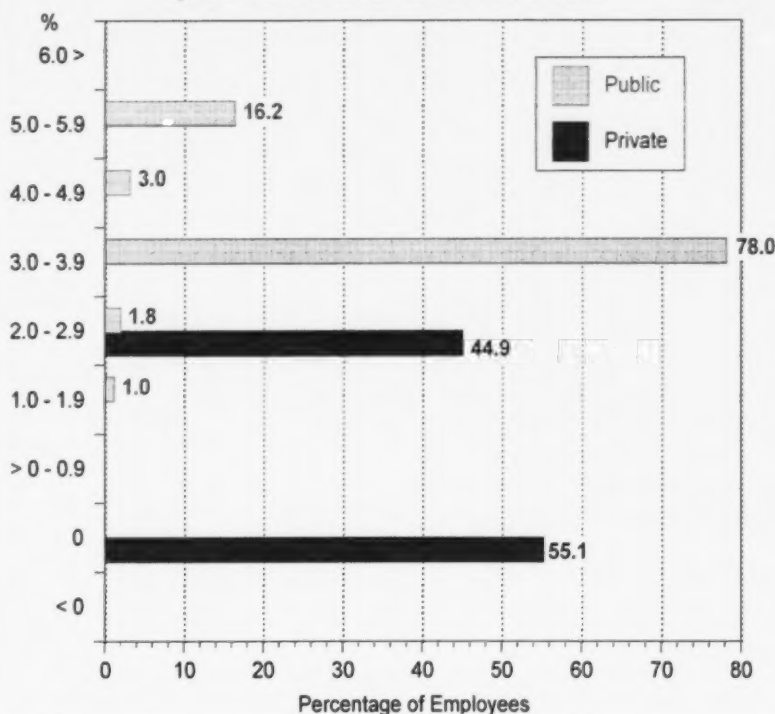


When the parties to these March settlements previously negotiated, the resulting wage adjustments averaged 2.9%, lower than in their current settlements. Contract duration in March 2008 averaged 35.6 months, compared to 28.7 months in the previous round of settlements.

Wage gains in March were higher in the public sector (3.4%) than in the private sector (1.0%). The largest concentration of employees (98.0%) was in the public sector. There were only 2 agreements in the private sector covering 1,360 employees. The 2 private-sector agreements were Maple Leaf Consumer Foods in Saskatchewan at 2.3% and Ingram Windsor Seating in Ontario, subject to a wage freeze.

The March results were influenced in part by 2 nursing agreements. First, an Ontario Hospital Association agreement provided 50,000 nurses (73% of all employees covered in public-sector settlements during March), with a wage increase averaging 3.1%. Secondly, a Regional Health

Percentage Distribution of Employees by Size of Wage Adjustment, by Public and Private Sectors, March 2008



Authorities of Manitoba agreement provided 11,000 nurses (16.2% of employees covered in public-sector settlements), with a wage increase of 5.0%. These 2 agreements alone represented 89.6% of the public-sector employee coverage for March and 87.8% of the total employee coverage in all major settlements for the month of March.

On a regional/jurisdictional basis, average wage adjustments in March were largest in Manitoba, at 5.0% (based on a single agreement with the Regional Health Authorities of Manitoba). The second largest average wage adjustment was in Alberta at 4.5%. Wage adjustments were smallest in Quebec at 1.8% (2 agreements covering 1,920 employees). The largest concentration of employees (76.4% of all employees) was in Ontario where wage adjustments averaged 3.0%.

On an industry basis, the largest wage adjustment was in the retail trade sector at 4.7% (based on a single agreement with the Alberta Gaming and Liquor Commission covering 580 employees). The lowest wage adjustment was in manufacturing at 1.0% (based on 2 agreements covering 1,360 employees). The largest concentration of employees (94.4% of all employees) was in education, health, and social services, where wage adjustments averaged 3.4%. In public administration, wage adjustments averaged 1.8%.

Average Annual Percentage Wage Adjustments by Month

	2008		
	January	February	March
Sectors			
Public Sector	2.9	3.1	3.4
Private Sector	4.6	3.9	1.0
All Industries/Jurisdictions			
Average Annual Adjustment	3.4	3.4	3.4

	2008		
	January	February	March
Non-COLA	3.1	3.5	3.4
COLA	5.8	2.4	-
First-Year Adjustment	3.2	3.2	3.4
Non-COLA	2.8	3.3	3.4
COLA	6.5	2.4	-
Industries			
Primary Industries	4.8	-	-
Utilities	-	3.3	-
Construction	5.8	-	-
Manufacturing	-	2.2	1.0
Wholesale and Retail Trade	-	4.5	4.7
Transportation	3.6	3.0	-
Information and Culture	2.0	-	-
Finance and Professional Services	2.0	-	-
Education, Health and Social Services	3.4	3.6	3.4
Public Administration	1.8	2.6	1.8
Jurisdictions			
Prince Edward Island	-	-	3.0
Nova Scotia	-	3.5	-
New Brunswick	4.6	3.3	-
Quebec	2.5	2.5	1.8
Ontario	2.8	3.0	3.0
Manitoba	2.7	2.4	5.0
Saskatchewan	-	-	2.3
Alberta	3.7	4.8	4.5

	2008		
	January	February	March
British Columbia	3.8	2.0	-
Federal Jurisdiction	3.6	3.4	-

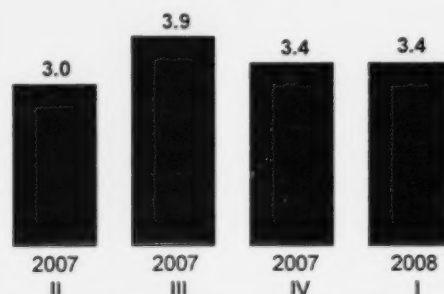
First Quarter 2008

Major collective bargaining settlements reached in the first quarter 2008 provided base rate wage increases averaging 3.4% annually over the term of the contracts, the same as in the previous quarter. The first quarter 2008 results are based on a review of 58 settlements with a coverage of 169,140 employees.

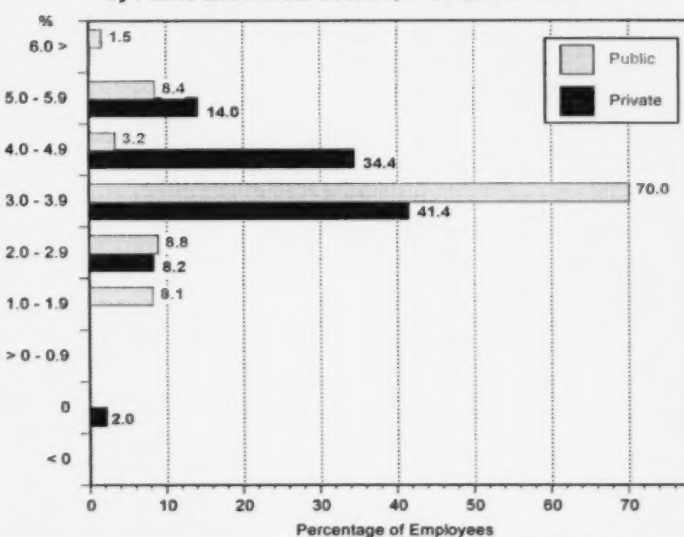
When the parties to these first quarter settlements previously negotiated, the resulting wage adjustments averaged 2.7%, much lower than in their current settlements. Contract duration in the first quarter 2008 averaged 36.0 months, compared to 36.8 months in the previous round of settlements.

The largest concentration of employees (63.5%) covered by first quarter major settlements received adjustments in the 3.0 to 3.9% range; 21.1% of employees received adjustments above that range and 15.3% were below that range, including 0.4% of employees with a wage freeze.

Percentage Wage Adjustments in Major Settlements by Quarter



Percentage Distribution of Employees by Size of Wage Adjustment, by Public and Private Sectors, First Quarter 2008



Wage adjustments in the public sector averaged 3.2% for 131,120 employees in 40 agreements; private-sector wage adjustments averaged 4.0% for 38,020 employees in 18 agreements. The public-sector figure was influenced in large part by an Ontario Hospital Association agreement providing 50,000 nurses with a wage gain averaging 3.1%. The higher private-sector figure was due in part to 6 private-sector settlements in Alberta averaging 5.1%, including 3 Canada Safeway agreements with a wage increase averaging 4.8%, a Construction Labour Relations (carpenters) agreement at 5.8% and 2 General President's Maintenance Committee agreements (energy trades sub-contracting), averaging 4.8%; major wage settlements in the Alberta public-sector were more moderate, averaging 3.2%.

On a jurisdiction basis, wage adjustments ranged from a high of 4.1% in Manitoba to a low of 2.3% in Saskatchewan (due to a single agreement with Maple Leaf Consumer Foods). The higher Manitoba figure was due largely to the province's nursing settlement at 5.0%. The second largest increase was recorded in both Alberta and New Brunswick at 4.0%.

On an industry basis, wage adjustments ranged from a high of 5.8% in the construction sector (due to a single carpenters settlement in Alberta), to a low of 1.5% in the manufacturing sector. The largest concentration of employees (60.6%) was in the education, health, and social services sector where wage adjustments averaged 3.5% (28 agreements covering 102,480 employees).

Average Annual Percentage Wage Adjustments by Quarter

	2007			2008
	2 nd	3 rd	4 th	1 st
Sectors				
Public Sector	3.0	4.1	3.4	3.2
Private Sector	3.0	3.7	3.2	4.0
All Industries/Jurisdictions				
Average Annual Adjustment	3.0	3.9	3.4	3.4
Non-COLA	3.1	3.6	3.4	3.3
COLA	2.6	4.8	3.4	5.5
First-Year Adjustment	4.0	4.0	4.0	3.3
Non-COLA	4.3	3.7	3.9	3.2
COLA	2.5	4.9	4.4	6.2
Industries				
Primary Industries	3.2	5.7	-	4.8
Utilities	4.0	4.2	4.4	3.3
Construction	3.2	3.9	3.4	5.8
Manufacturing	2.0	4.1	2.8	1.5
Wholesale and Retail Trade	2.0	1.9	-	4.5
Transportation	2.6	2.9	3.1	3.2

	2007			2008
	2 nd	3 rd	4 th	1 st
Information and Culture	3.8	2.0	3.4	2.0
Finance and Professional Services	3.6	2.3	4.2	2.0
Education, Health and Social Services	3.1	4.6	3.9	3.5
Entertainment and Hospitality	3.0	3.5	2.5	-
Public Administration	3.1	3.8	3.2	2.1
Jurisdictions				
Newfoundland and Labrador	0.5	-	3.2	-
Prince Edward Island	2.8	-	-	3.0
Nova Scotia	3.7	2.9	2.9	3.5
New Brunswick	2.0	-	-	4.0
Quebec	3.2	2.1	3.1	2.4
Ontario	2.9	3.2	2.9	3.0
Manitoba	3.0	3.1	3.8	4.1
Saskatchewan	4.2	4.0	4.2	2.3
Alberta	4.4	5.1	4.4	4.0
British Columbia	2.9	3.3	2.9	3.3
Territories	3.0	-	-	-
Multiprovince	-	3.6	2.9	-
Federal Jurisdiction	2.7	2.6	3.3	3.4

Average Annual Percentage Wage Adjustments by Year

	2005	2006	2007	2008
Sectors				
Public Sector	2.2	2.6	3.4	3.2
Private Sector	2.5	2.2	3.1	4.0

	2005	2006	2007	2008
All Industries/Jurisdictions				
Average Annual Adjustment	2.3	2.5	3.3	3.4
Non-COLA	2.3	2.5	3.2	3.3
COLA	2.5	2.6	3.4	5.5
First-Year Adjustment	2.1	2.4	3.8	3.3
Non-COLA	2.1	2.4	3.9	3.2
COLA	2.6	2.7	3.4	6.2
Industries				
Primary Industries	3.0	2.7	4.7	4.8
Utilities	2.6	2.3	3.8	3.3
Construction	2.5	3.6	3.3	5.8
Manufacturing	2.5	2.2	2.4	1.5
Wholesale and Retail Trade	1.9	1.1	1.9	4.5
Transportation	2.9	2.1	2.7	3.2
Information and Culture	2.4	2.5	3.0	2.0
Finance and Professional Services	2.3	2.5	3.5	2.0
Education, Health and Social Services	2.1	2.6	3.5	3.5
Entertainment and Hospitality	1.9	2.9	3.3	-
Public Administration	2.5	2.8	3.5	2.1
Jurisdictions				
Newfoundland and Labrador	2.0	1.7	1.5	-
Prince Edward Island	2.5	2.7	2.8	3.0
Nova Scotia	3.3	3.2	3.0	3.5
New Brunswick	3.0	3.0	2.4	4.0
Quebec	1.6	1.9	3.2	2.4
Ontario	2.7	2.5	3.0	3.0

	2005	2006	2007	2008
Manitoba	2.9	2.6	3.0	4.1
Saskatchewan	2.0	2.1	4.1	2.3
Alberta	3.0	3.4	4.9	4.0
British Columbia	0.5	2.5	3.0	3.3
Territories	3.0	3.1	3.0	-
Multiprovince	4.1	3.8	3.5	-
Federal Jurisdiction	2.6	2.3	2.9	3.4

Note: Data for 2008 cover the months of January through March.

**Public and Private Sector Percentage Wage Adjustments,
a Chronological Perspective since 1988**

Year	Public	Private	Both Sectors
1988	4.0	5.0	4.4
1989	5.2	5.2	5.2
1990	5.6	5.7	5.6
1991	3.4	4.4	3.6
1992	2.0	2.6	2.1
1993	0.6	0.8	0.7
1994	-0.0	1.2	0.3
1995	0.6	1.4	0.9
1996	0.5	1.7	0.9
1997	1.1	1.8	1.4
1998	1.6	1.8	1.7
1999	1.9	2.7	2.2
2000	2.5	2.4	2.5
2001	3.4	3.0	3.3
2002	2.9	2.6	2.8
2003	2.9	1.2	2.5

Year	Public	Private	Both Sectors
2004	1.4	2.3	1.8
2005	2.2	2.5	2.3
2006	2.6	2.2	2.5
2007	3.4	3.1	3.3
2008	3.2	4.0	3.4

Note: Data for 2008 cover the months of January through March.

Major settlements are those involving bargaining units of 500 or more employees. For additional information, please view the [*Technical Notes*](#) (PDF format, 200kb).

Source: Strategic Policy, Analysis, and Workplace Information Directorate, Labour Program, HRSDC.

Enquiries: http://www.hrsdc.gc.ca/en/lp/wid/contact/contact_us.shtml

OTHER DETAILED TABLES

Other detailed tables include the number of agreements, employees, and durations by month, quarter, and year for both sectors—public and private, jurisdictions, and industries. The data is available at [other detailed tables](#) (PDF format, 325kb).

Major Settlements Reached in March 2008

Industry, Employer, Location Union, Occupation	No. of Empls.	Avg. Ann.% Adj. *COLA	Duration (months)	Expiry Date
Manufacturing				
Integram Windsor Seating, division of Intier Automotive Inc. Tecumseh, Ontario National Automobile, Aerospace, Transportation and General Workers Union of Canada (CAW Canada) (CLC) plant and maintenance employees	750	0.0	36.0	Nov 07, 2010
Maple Leaf Consumer Foods Saskatoon, Saskatchewan United Food and Commercial Workers Canada (CtW/CLC) plant and maintenance employees	610	2.3	48.0	Mar 31, 2011
2 agreements	1,360	1.0	41.4	
Wholesale and Retail Trade				
Alberta Gaming and Liquor Commission Calgary, Alberta Alberta Union of Provincial Employees (Independent-natl.) inside and outside employees	580	4.7	36.0	Dec 31, 2010
1 agreement	580	4.7	36.0	
Education, Health and Social Services				
Alberta Alcohol and Drug Abuse Commission province-wide, Alberta Alberta Union of Provincial Employees (Independent-natl.) administrative services employees; technical employees; health and social care professional employees	810	4.7	36.0	Dec 31, 2010
Ontario Hospital Association province-wide, Ontario Ontario Nurses' Association (Independent-natl.) nurses	50,000	3.1	36.0	Mar 31, 2011

Industry, Employer, Location Union, Occupation	No. of Empls.	Avg. Ann. % Adj. *COLA	Duration (months)	Expiry Date
Prince Edward Island Department of Health province-wide, Prince Edward Island Canadian Union of Public Employees (CLC) non-medical employees	800	3.0	36.0	Mar 31, 2010
Regional Health Authorities of Manitoba province-wide, Manitoba Manitoba Nurses' Union (CLC) nurses	11,000	5.0	24.0	Sep 30, 2009
SAIT Polytechnic Calgary, Alberta Alberta Union of Provincial Employees (Independent-natl.) office employees; technical employees; building maintenance employees	650	4.3	36.0	Jun 30, 2010
University of Ottawa Ottawa, Ontario Canadian Union of Public Employees (CLC) teaching assistants	1,440	3.2	36.0	Aug 31, 2010
University of Windsor Windsor, Ontario Canadian Union of Public Employees (CLC) teaching assistants	900	3.0	36.0	Aug 31, 2010
7 agreements	65,600	3.4	34.0	
Public Administration				
La Société des établissements de plein air du Québec province-wide, Quebec Syndicat de la fonction publique du Québec (Independent-natl.) administrative and program services employees; labourers; maintenance employees	1,250	2.0	84.0	Dec 31, 2012

Industry, Employer, Location Union, Occupation	No. of Empls.	Avg. Ann.% Adj. *COLA	Duration (months)	Expiry Date
La Société des établissements de plein air du Québec province-wide, Quebec Syndicat de la fonction publique du Québec (Independent-natl.) administrative and program services employees; technical employees; maintenance employees	670	1.4	94.0	Dec 31, 2012
2 agreements	1,920	1.8	87.5	
Agreements with COLA - 0 agreement	0	0.0	0.0	
Agreements without COLA - 12 agreements	69,460	3.4	35.6	
All Agreements - 12 agreements	69,460	3.4	35.6	

Major settlements are those involving bargaining units of 500 or more employees. For additional information, please view the *Technical Notes* (PDF format, 200kb).

Source: Strategic Policy, Analysis, and Workplace Information Directorate, Labour Program, HRSDC.

Enquiries: http://www.hrsdc.gc.ca/en/lp/wid/contact/contact_us.shtml

Current and Upcoming Key Negotiations covering 500 or more employees

Employer	Union	Employees	Status*	Expiry Month
Federal Jurisdiction				
Public Sector				
Government of Canada	Various unions	140,550	ARB/CO/B	Mar 06–Jan 08
Canada Revenue Agency	PIPSC	9,490	B	Oct 07
Government of Nunavut	PSAC	2,100	MED	Sep 06
City of Ottawa - OC Transpo	ATU	2,000	B	Mar 08
National Research Council of Canada	PIPSC/RCEA	3,010	B	Jul 07/Apr 08
Marine Atlantic	CAW Canada	780	B	Dec 07

Employer	Union	Employees	Status*	Expiry Month
Private Sector				
Purolator Courier Limited	Teamsters	9,000	TENT	Dec 07
Bell Canada (Ont. and Que.)	CEP	6,260	MED	Nov 07
MTS Allstream Inc. (Man.)	CEP	1,360	CO	Dec 07
Saskatchewan Wheat Pool operating as Viterra	Grain Services Union	700	CO	Jan 08
Provincial and Territorial Jurisdictions				
Public Sector				
Saskatchewan Association of Health Organizations	Various unions	32,680	B	Mar 08
Health Boards of Alberta	AUPE/HSAA	22,650	B	Mar 08
Government of Newfoundland and Labrador	CUPE/NAPE	16,585	TENT/B	Mar 08
Regional Health Authorities of Manitoba	CUPE	11,000	B	Mar 08
Toronto Transit Commission	ATU	8,400	MED-ARB	Mar 08
City of Montréal	Various unions	7,670	B/ARB	Dec 06
Toronto Police Services Board	Toronto Police Association	7,310	B	Dec 07
Government of New Brunswick	Teachers	7,280	B	Feb 08
Government of New Brunswick	CUPE	5,760	B	Jun 07
Government of Newfoundland and Labrador	Nurses	4,800	CO	Jun 08
City of Québec	Various unions	4,530	B	Dec 06
Government of New Brunswick	Nurses	4,390	B	Dec 07
Société de transport de Montréal	CUPE/CSN	2,680	B/CO	Jan 07
Government of Prince Edward Island	PEIUPSE	2,440	ARB	Mar 07
London Health Sciences Centre (Ont.)	CAW Canada	1,100	TENT	Oct 07
City of Winnipeg	Firefighters	880	ARB	Dec 07
Prince Edward Island Department of Health	Nurses	790	B	Mar 08

Employer	Union	Employees	Status*	Expiry Month
Private Sector				
Association provinciale des agences de sécurité (Que.)	Steelworkers	14,000	WS	Jul 07
General Motors of Canada Ltd. (Ont.)	CAW Canada	12,030	B	Sep 08
Canada Safeway (B.C.)	UFCW	10,230	B	Mar 08
Real Canadian Superstores (Alta.)	UFCW	8,150	B	Aug 06
The Great Atlantic & Pacific Company of Canada Limited (Ont.)	UFCW	6,300	B	Jun 07
Chrysler Canada Inc. (Ont.)	CAW Canada	6,270	B	Sep 08
Security Industry Employers Bargaining Association (Ont.)	Steelworkers	3,500	B	Jun 07
Catalyst Paper Corp. (B.C.)	CEP	2,100	B	Apr 08
Pharma Plus Drugmarts Ltd. (Ont.)	UFCW	1,500	B	Jan 08
Teck Cominco Metals Ltd. (B.C.)	Steelworkers	1,360	B	May 08
Better Beef Limited (Ont.)	UFCW	1,100	B	Dec 07
Connors Brothers (N.B.)	Charlotte Seafood Employees Association	1,000	B	Dec 07

* ARB - Arbitration
 B - Bargaining
 B/WS - Bargaining after work stoppage
 CO - Conciliation
 MED - Mediation
 M/WS - Mediation after work stoppage

PAB - Post-arbitration bargaining
 PCB - Post-conciliation bargaining
 PMB - Post-mediation bargaining
 TENT - Tentative settlement
 WS - Work stoppage

Upcoming Key Negotiations

Employer	Union	Employees	Expiry Month
University of Toronto	CUPE/Steelworkers	9,140	Apr/Jun 08
Council of Academic Hospitals of Ontario	Professional Association of Internes and Residents of Ontario	3,100	Jun 08
Red Cross - Community Health Services (Ont.)	SEIU	3,000	Jul 08
Ottawa Police Services Board	Ottawa Police Association	1,680	Dec 07

Major Work Stoppages

involving 500 or more employees, from April 18 to May 1, 2008.

An updated weekly report and a full year-to-date listing are available at [Major Work Stoppages](#).

Employer, Location, Union and Employees	Issues	Starting	Ending
Toronto Transit Commission Toronto, Ontario Amalgamated Transit Union 9,000 bus drivers; service and maintenance employees	Not available	Apr 26/2008	Apr 27/2008
McGill University Montréal, Quebec Fédération nationale des enseignantes et des enseignants du Québec – CSN 1,600 teaching assistants	Wages and working conditions	Apr 8/2008	

Older Workers and Pension Issues

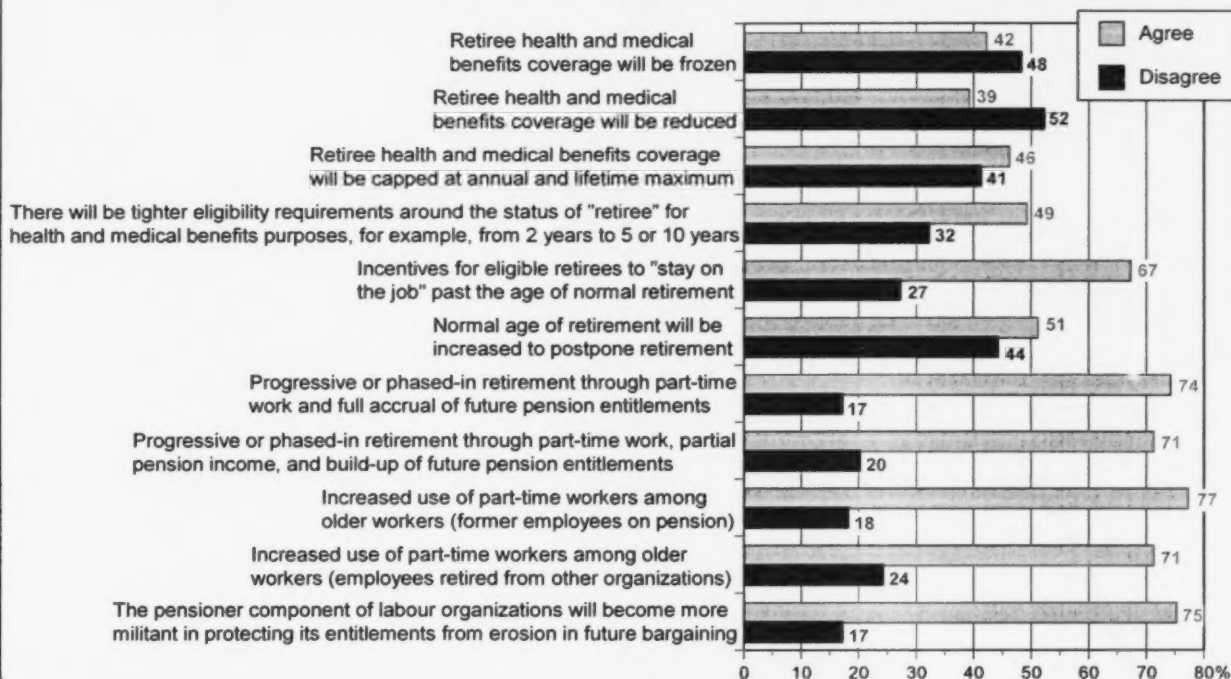
Karen Gilmore

Strategic Policy, Analysis, and Workplace Information Directorate

Canada's population will undergo significant aging in the 21st century. By 2011, Human Resources and Social Development Canada has estimated that approximately 41% of the working population will be between the ages of 45 and 64, compared to 29% in 1991. This has raised questions about how the workforce will adapt to this shift, including what measures might be taken to facilitate the retention of skilled older workers.

An *Older Workers and Pension Questionnaire* was included with the 2007 *Union Membership in Canada Survey* in order to determine what trends are expected to materialize in the next 5 years in relation to older workers. The questionnaire was sent to all national and international unions in Canada, as well as all labour organizations consisting of a single bargaining unit with 50 or more members in Canada, but not affiliated with any other labour organization. A total of 207 respondents completed the questionnaire for a response rate of 38.2%.

To what extent do you expect the following trends to materialize in the next 5 years?



The intent of the survey was to find out to what extent unions and labour organizations expected the following trends to materialize in the next 5 years.

Use of Part-time Older Workers

Did unions/labour organizations anticipate an increase use of part-time workers being former employees on pension or employees retired from other organizations?

Respondents are generally in agreement that the use of part-time older workers is likely to increase over the next 5 years. Over three-quarters (77%) of respondents agree that there will be increased use of part-time older workers who are former employees now on a pension. Similarly, 71% agree that there will be a trend toward increased use of art-time older workers who are retired from other organizations.

Phased-in Retirement

Did unions/labour organizations anticipate progressive or phased-in retirement through part-time work and full accrual of future pension entitlements or through part-time work, partial pension income, and build-up of future pension entitlements?

It is widely expected that progressive or phased-in retirement will materialize as a trend over the next 5 years. Almost three-quarters (74%) of respondents agree that progressive or phased-in retirement through part-time work with full accrual of future pension entitlements will be a trend. Nearly as many (71%) agree that progressive or phased-in

retirement through part-time work, partial pension income, and build-up of future pension entitlements will materialize as a trend.

Measures to Keep Older Workers in the Work Force

Did unions/labour organizations anticipate incentives for eligible retirees to "stay on the job" past the age of normal retirement or would the normal age of retirement be increased to postpone retirement?

There is fairly widespread agreement (67%) that over the next 5 years there will be a trend toward providing incentives for eligible retirees to "stay on the job" past the normal age of retirement. Opinion as to whether the normal age of retirement will be increased to postpone retirement is mixed, however, 51% agree that this will be the trend and 44% disagree.

Health and Welfare Benefits

Did unions/labour organizations anticipate retiree health and medical benefits coverage to be reduced, frozen or capped at annual and lifetime maximum or would there be tighter eligibility requirements around the status of "retiree" for health and medical benefits purposes, for example, from 2 years to 5 or 10 years?

Opinion as to upcoming trends in terms of health and welfare benefits for older workers is mixed. A slight majority of questionnaire respondents disagree with the notion that retiree health and welfare benefits will increasingly be reduced (52% disagree and 39% agree) or frozen (48% disagree and 42% agree) within the next 5 years. Conversely, around half agree that the trend will be toward tighter eligibility requirements around the status of "retiree" for the purposes of health and welfare benefits (49% agree and 32% disagree), and, to a lesser extent, that retiree benefits will be capped at annual and lifetime maximums (46% agree and 41% disagree).

Summary

Overall, there is fairly widespread agreement that increased use of part-time older workers, phased-in retirement, and incentives to keep older workers on the job are expected trends. Less certain is whether the normal age of retirement will increase, as well as what the trends in health and welfare benefits will be. In any case, the majority of questionnaire respondents (75%) do agree that the pensioner component of labour organizations will become more militant in protecting its entitlements from erosion in future bargaining in the coming years.

Coming in the Next Issue

- Recent Collective Bargaining Settlements
- Current and Upcoming Key Negotiations—Update
- Major Work Stoppages—Update
- Workplace Innovative Practices—1st Quarter 2008
- Etc.

For More Information

The *Workplace Bulletin* is available twice a month.

The *Workplace Bulletin* keeps you apprised of ongoing developments and provides access to timely customized information on industrial relations and collective bargaining in Canada. You can be updated on topics such as: negotiated wage data, benefits, working conditions, work stoppages, labour organizations, union membership, innovative workplace practices, labour standards, occupational safety and health, labour management partnerships, employment equity, and international and intergovernmental labour affairs.

The Strategic Policy, Analysis, and Workplace Information Directorate offers more information than what is provided in this issue; go to <http://www.hrsdc.gc.ca/en/lp/wid/info.shtml> for a complete listing of products and services.

Feel free to forward the *Bulletin* to all interested parties. Feedback and comments regarding this bulletin are welcome.

For more information, please contact:

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